



PEDIATRIC PATIENT RIGHTS AND RESPONSIBILITIES

We are the doctors, nurses, and other staff at Wilford Hall Medical Center. We think you are special and here is our promise to you:

We want you and your parents to help us decide the best ways to take care of you. You are both part of our medical team.

- We will always tell you and your parents the truth
 - We will listen to what you both have to say
- What you tell us will not be told to others unless it is important to your care or safety
- When one of us is going to come into the room with you, we will tell you who we are, what we do at the hospital, and why we are in

the room

- We will tell you what the medical team thinks will help you

and

explain things in a way that you can understand

- You can read your medical chart and we will help you understand it

We respect you and want you to feel comfortable and safe while you are here.

- We will be as gentle as possible when we touch you
- We will keep your body covered up as much as possible
- Your family and friends can be with you when the hospital rules say it is okay or if you don't want visitors, we will also help you
- We will help your parents learn how to take care of you when you leave

Patient Rights **no matter:**

- What religion or race you are
 - Whether you are a boy or girl
- Where you were born what you look like
 - What you can or cannot do
 - How much money your family has
- What ever your religious, cultural, or personal traditions are, they are important to us.
- You are not here to be punished and we will help you do what you need to grow and learn
- If you hurt, we will do what we can to help you feel better in a safe way



PEDIATRIC PATIENT

help **RIGHTS AND RESPONSIBILITIES** to help us with your care, we ask that you please:

Patient Responsibilities

Be honest with us about:

- Your health and what your health was like before now
- Any changes that you notice about how you are feeling
 - Any medicines you are taking
 - Your family's needs or worries
- Any religious, cultural and/or learning needs

Ask us questions about:

- Any papers that you or your parents are asked to sign
 - Any words that you do not understand
- Why you are here and what we are doing to you
 - How we can help ease your pain
- How we can help you get well enough to leave the

hospital

Help in your care by:

- Never bringing a weapon, illegal drugs, or alcohol into our hospital
- Not smoking in our hospital. We are a smoke-free center
- Never use foul or abusive language, hit, or threaten our staff, another patient, or one of your family members while here
- Please take care of the hospital property and secure your own property
- Only use the medicines your doctor says you should use
- Observe the visiting hours and keep the volume down on your tv

radio, or video games so that it does not bother someone

else

Respect other patients and their families

by:

REMEMBER:

We care about you and want to help make you feel better.

- Giving them privacy and also not getting loud in your area
- Limiting your visitors and having them observe visiting hours
- Keeping what you hear about others to yourself

If you have any other questions or concerns or just want to tell us something good about one of our staff members, please ask to speak to the Customer Advocate in your area.

You can also visit us on the web at:

www.whmc.af.mil/rep